# User Guide

© PT 2014

# Contents

What is it? ..... 3
How much is it? ..... 3
What are the requirements? ..... 3
To use MEO WiFi Service you will need: ..... 3
How can I sign up? ..... 4
Joining the MEO WiFi Service ..... 4
How to use? ..... 6
In Portugal ..... 6
Abroad (Roaming) ..... 7
Frequently Asked Questions ..... 9
MEO WiFi App for Android ..... 11
Requirements ..... 11
Features ..... 11
How to install ..... 12
Manual Computer Configuration (Microsoft Windows XP) ..... 14
Configuration example for PC Microsoft Windows XP ..... 14

# What is it?

MEO WiFi is a service that allows accessing wireless Broadband Internet in public places, in a simple and comfortable way, granting you mobility, flexibility and convenience when accessing the Internet outside.

Main benefits:

- Outdoor mobility
- Easy to use
- Can be used in Roaming

For further information please visit: https://wifi.meo.pt

# How much is it?

Depends on the subscribed tariff.

Browse the conditions placed at your disposal by MEO WiFi for accessing the Internet away from home with total mobility at https://wifi.meo.pt

.

# What are the requirements?

**To use MEO WiFi Service you will need:**

- A portable device that is Wi-Fi compatible
  **Examples:** PC, MAC, PSP, iPad, iPhone, Android Smartphones, Nokia Phones, etc
- To be near a Hotspot where the MEO WiFi Service is available
- To select and connect to a MEO WiFi network (eg. MEO-WiFi, MEO-WiFi-Premium)
- Access https://wifi.meo.pt
- Type in your username and password to access the MEO WiFi network. You may use the email and password with which you registered in meo.pt Customer Area (Área de Cliente) or the

credentials you received upon buying the voucher... and just start surfing!

# How can I sign up?

If you already are a MEO customer and use a post-paid internet tariff, you may access MEO WiFi network immediately by using the email and password you registered with at **Área de Cliente** . If you aren't registered yet, sign up now at meo.pt!

Joining is free and immediate.

## Joining the MEO WiFi Service

- **Step 1**

If you haven't registered at **Area de Cliente**, please register at

https://cliente.meo.pt

If you are already registered and have already associated your MEO product to your account, join MEO WiFi according to the following instructions.

Particulares
Empresas
Condições de oferta dos serviços
Área de Cliente
Pacotes
Telemóvel
TV
Internet
Telefone
Universo MEO
Loja Online
Apoio Ao Cliente
DESCUBRA O QUE PODE FAZER
NA SUA ÁREA DE CLIENTE
ENTRAR
REGISTAR
NA TV
Aceda à sua conta de Cliente no Menu da sua televisão. Consulte dados de pagamento de faturas e listas de serviços ativos, adira à fatura eletrónica e ao débito direto sem sair do sofá.
NO TELEMÓVEL
Faça a gestão dos seus produtos e serviços a qualquer hora e em qualquer lugar, aceda à Área de Cliente através do seu telemóvel em m.cliente.meo.pt.
O QUE POSSO FAZER
NA ÁREA DE CLIENTE?
Gerir Produtos
Consultar faturas
e muito mais ...

If you haven't registered, follow the instructions on the **"registar"** option.

If you can't remember your password, choose **"entrar"** and then **"recuperar password"**.

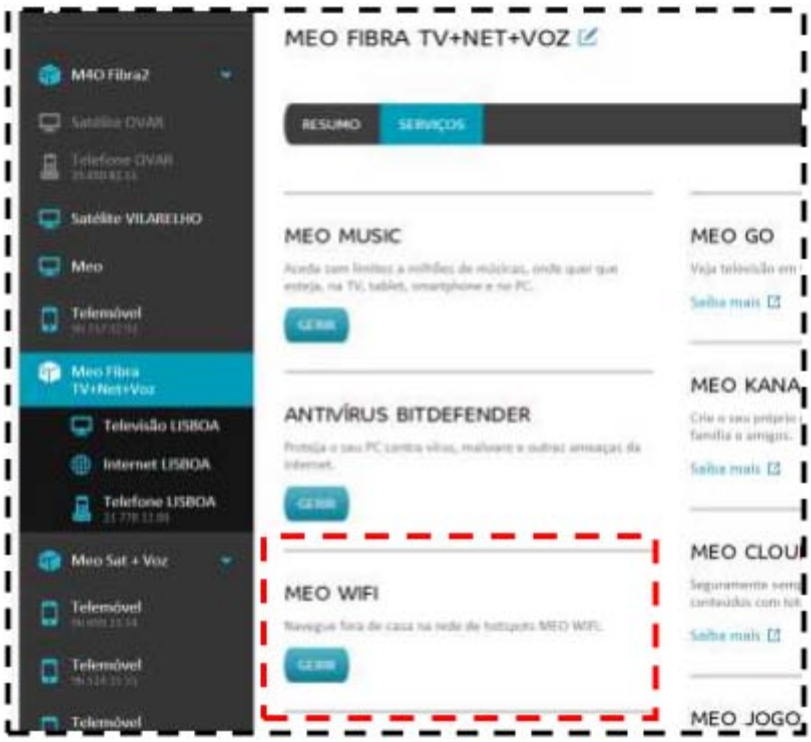
The MEO WiFi service is available for NETPLUS clients by accessing their Área de Cliente and activating a MEO WiFi account.

### Step 2

Select **"gerir"** at the **"Internet"** section of the product to which you wish to associate your MEO WiFi account.

Example:

MEO WiFi




**Step 3**

At service MEO WiFi choose the option **“Gerir”**

MEO WIFI - O MEU HOTSPOT
Faça a gestão da ligação da MEO WiFi a partir de sua casa.
Pode dar acesso internet aos seus amigos sem ter que
partilhar a sua rede privada.
GERIR

# How to use?

## In Portugal

To start using this service you will need:

- A wireless equipment (PC, MAC, iPad, iPhone, PSP, Smartphone, Nokia Phone, etc)
- To be in a place/Hotspot with WiFi coverage (search for Hotspots at https://wifi.meo.pt
- At the Hotspot, you have two options:
    1. As you may find out in this Manual, we offer you MEO WiFi apps for Android Smartphones
    2. After choosing a MEO WiFi Wireless network, open your browser (Internet Explorer, Google Chrome, etc).
        a) The MEO WiFi page will be displayed, with the Login field available (see picture below) if you are connected to a MEO WiFi network
        b) Login with your **username** and **password**

If you joined MEO WiFi service at https://cliente.meo.pt, you should use the username and password you registered with as authentication credentials.

# Abroad (Roaming)

If you are on international territory (using roaming) you may use MEO WiFi service at a partner's hotspot, as you do in the Portuguese network of MEO WiFi hotspots. However you have to use different credentials.

**MEO Client Wireline**

You should use your internet username and password. To the service's username you will need to add the following realm:

**M4O –** as*******@3p.sapo.ptwifi.pt

**MEO TV+Net+Voice –** as*******@3p.sapo.ptwifi.pt

**MEO Net+Voice (with no TV) –** as*******@sapo.ptwifi.pt

IF you are a **MEO Satellite with internet** customer you should use the credentials: @sapo.ptwifi.pt

**MEO Client Mobile Network**

You should use your mobile phone number and your password from access to MEO WiFi service:

**MEO Mobile Network -** 9********@tmn.pt

# Frequently Asked Questions

### ✓ What should I do if an error comes up?

Make sure you are at a WiFi area and that your access credentials are correct. If, for instance, your Internet access service was suspended for some reason, you will not be able to log-in.

If you need help please call MEO WiFi customer support through:

**12 030, if you are calling from a MEO mobile phone**
**(+351) 96 100 0030 if you are calling from another network (costs apply)**

If you need technical support, please call **16202**.

Call costs available at

http://meo.pt/internet/mais-servicos/assistencia-informatica

### ✓ What is the service's speed?

The Wi-Fi Wireless Internet Access service is available through radio frequencies, where the customer can reach a navigation speed of 600Mbytes per second.

At community hotspots, to protect the domestic service of MEO customers, MEO WiFi broadband availability will be ensured by a totally independent network, with speeds up to 2 MBytes/sec.

However, the access speed will depend on the number of connected users on the same Hotspot.

## ✓ What is the security level MEO WiFi ensures?

MEO WiFi service allows the customer's access to be made in an easy and secure way, since all the Hotspots are equipped with:

- Anti IP Spoofing technology
- Portal access through SSL Certification

At community hotspots, security is also ensured by using totally independent WiFi networks:

1) The private domestic network to access MEO Fibra that continues to guarantee the speed and security you hired PT for.

2) MEO WiFi network, requiring authentication and with dedicated broadband

There is no security risk or possible breach of privacy for users on both networks.

# MEO WiFi App for Android

To help you access a MEO WiFi network through your Android Phone, we offer you an app that will help you establishing a connection.

To download the app, use a QR Code reader and follow the instructions.

**What is a QR Code?**
It is a code that can be read by your mobile phone's camera using a specific program or app.

**Alternatively, please view:**
http://mobile.sapo.pt/app/meowifi

## Requirements

Mobile phone with Android OS

## Features

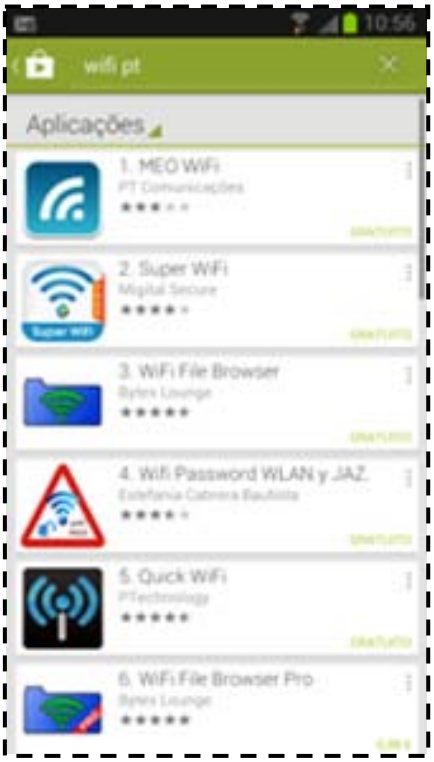
- Detect and notify the user whenever a MEO WiFi network is available
- Manually or automatically manage network connections

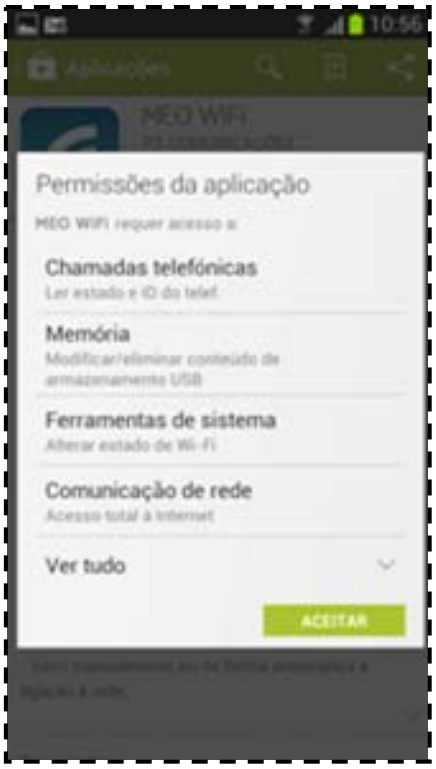
- Get feedback and manage the network connection's status quickly and easily through a widget on your phone's screen
- Manage and save Web access credentials

# How to install

### On your Android phone

You may install the app directly on your phone through the Android Market, by searching for the app's name: "MEO WiFi". Follow the instructions:





**Through your computer:**

You may install the app from Android Market, by login in to your Android email account, and the application's download will be made directly onto your phone.

Access this site:

MEO WiFi

https://play.google.com/store/apps/details?id=pt.sapo.mobile.android.ptwifi&feature=search_result

Select **"Install"** and follow the instructions.

# Manual Computer Configuration (Microsoft Windows XP)

The most recent equipments will automatically recognize they are at a WiFi zone.

Nevertheless, here are the instructions in case you need to configure things manually. Example for the Windows XP version.

After installing the Wireless board, place yourself in a WiFi covered area.

## Configuration example for PC Microsoft Windows XP

**Step 1 –**

On Internet Explorer, choose

**Tools > Internet Options > Connections > LAN Settings**

Deactivate every option.

Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To en
use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Proxy server
Use a proxy server for your LAN (These settings will not a
dial-up or VPN connections).
Address:
Port:
Bypass proxy server for local addresses
OK

**Step 2 –**

On the Start menu, select

**Settings > Network Connections**

Use your right mouse button over the **Wireless Connection** icon and select **Properties**.

**Step 3 –**

Click the Internet Protocol TCP/IP and select

**Properties**

**Step 4 –**

Activate the option **Obtain an IP address automatically** and **Use the following DNS server addresses**, pressing **OK** afterwards.

Internet Protocol (TCP/IP) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
Subnet mask:
Default gateway:
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:

**Step 5 –**

Click the **Wireless Networks** tab. In **Predefined Networks** click **Add.**

**Step 6 – Confirm that SSID (*Service Set Identifier)* is "MEO-WiFi" or "MEO-WiFi-Premium"**

You should confirm that the **WEP** and **Network Authentication** options are blank or deactivated. Click **OK.**

If you need technical support, please call **16202.**

Call costs available at

http://meo.pt/internet/mais-servicos/assistencia-informatica.

MEO | WiFi
ENTRETENIMENTO SEM LIMITES
Ligue-se ao MEO WiFi e aceda ao MEO Go no seu tablet, smartphone e PC em qualquer lugar
GRÁTIS E ILIMITADO
VOUCHERS MEO WiFi
30
Aplicações
MEO WiFi
PT COMUNICAÇÕES
ABRIR
DESINSTALAR
Novidades